

Holt Medical Practice Feedback

September 2026

In September 2026 we visited Holt Medical Practice to speak with patients about their experience with health and social care services. From this visit we received 16 reviews. The reviews have an average star rating of 4 out of 5.

Holt Medical Practice is in the grounds of Kelling Hospital, which is just outside the town of Holt, North Norfolk. Upon their last inspection, a rating of **Good** was received from the CQC. There are approximately 14,500 patients registered with the practice. The practice offers a variety of services including:

- Minor Surgery: Doctors perform minor operations such as mole removal and other skin procedures on-site.
- Specialized Nursing: The nursing team includes specialists in diabetes, asthma, respiratory disorders (COPD), and coronary heart disease.
- Women's Health: Includes HRT, alternative therapies, and family planning/contraception.
- Technical Testing: Health Care Assistants (HCAs) provide phlebotomy (blood tests), ECGs, and blood pressure recording.



Healthwatch Norfolk Officers who visited noted:

The car park is large, with three disabled parking spaces.

There is a dry, undercover approach to the front door of the building.

There is a double accessible doorway into the building.

There were two wheelchairs in the foyer for patient use.

The waiting areas seemed spacious and clean.

The different areas of the surgery were clearly signposted.

There were several information boards and racks of leaflets giving health service information.

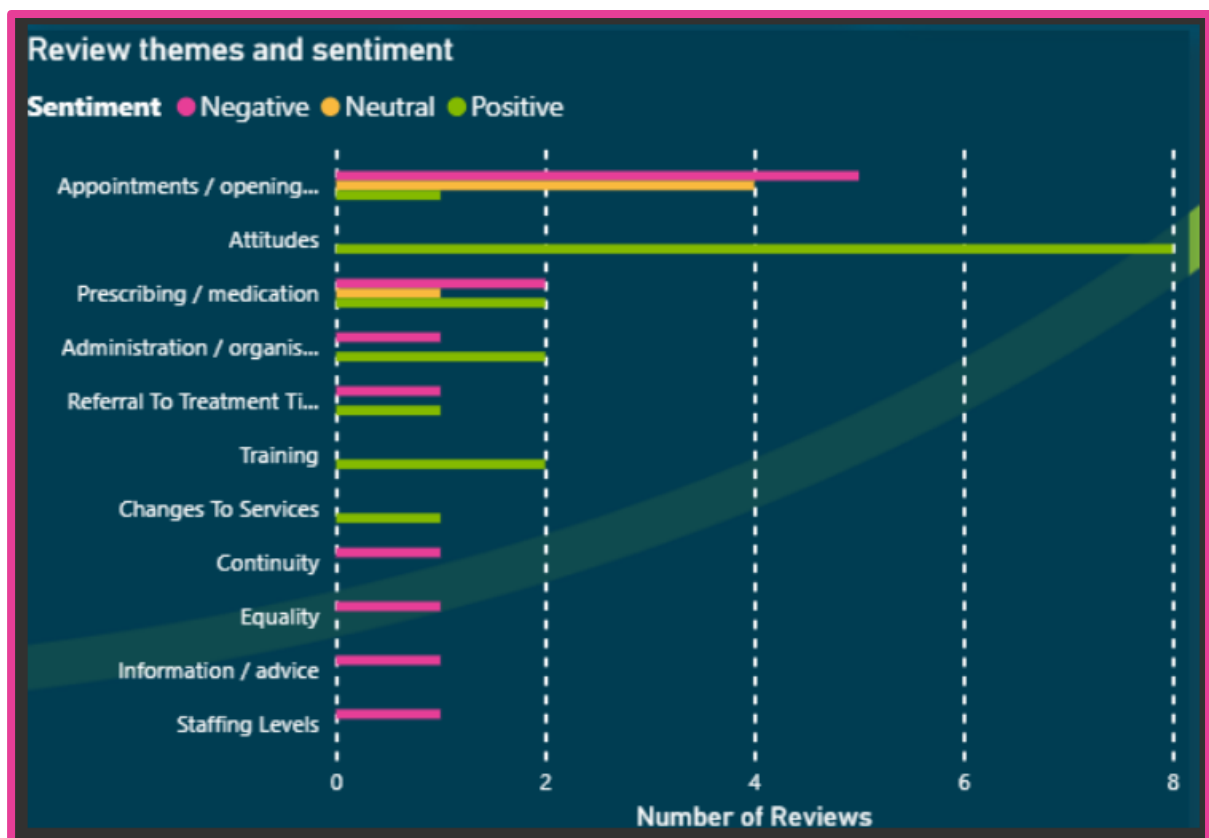
Staff were friendly and helpful.



Overall, patients were happy with the service they received, with several people praising the helpfulness of staff. Some comments highlighted difficulties in getting an appointment but then praising the quality of the care. There were also mentions of the 24-hour dispensary being useful.



Below there is a graph that shows the key themes and feelings shared in the feedback collected by Healthwatch Norfolk.



We aim to produce an engagement report for every surgery we visit. To ensure we can draw meaningful and reliable conclusions that accurately represent patient feedback, we only analyse data when a minimum of 10 reviews have been received.

The reviews are displayed in the table below and can be found on our website www.healthwatchnorfolk.co.uk.

Service Provider	Title	Review	Rating
Holt Medical Practice	They've been very helpful	They are fine. Very good. I have no grumbles at all. I joined in January. As far as I've found, it's been very good. They've been very helpful, especially when I broke my wrist. They even phoned me to say that they'd heard of my accident and even said if there is anything they can do, let them know. They were very kind.	5
Holt Medical Practice	The 24/7 pharmacy collection is very useful	The surgery does not have a good reputation with the Norfolk & Norwich (University Hospital). They say the surgery doesn't work quickly enough. I did have a quick referral which was good. It's very tiresome not seeing the same doctors. I like my doctor to know who I am and what my background is. I also feel humiliated to say what is wrong with a receptionist. The 24/7 pharmacy collection is very useful. It's called Pharmabox24. I can come any time. I think it's great. It's quite simple to use on a smartphone. They need to keep the turnover of doctors down, so that if you do see different ones, they at least know a bit about you.	4
Holt Medical Practice	I find them brilliant	I find them brilliant. I can't fault them. Yes we have to wait, but they are good. I suspect everyone says that. Yes, we would rather there wasn't quite such a wait but that's just how things are.	5
Holt Medical Practice	They have been very supportive here	I've been with the surgery for 16 years. I had open heart surgery and then was picked up by the surgery very well. They have been very supportive here. I can see someone on the day if I need to. I come here regularly and have a lot of access. My wife was also well looked after here. They have been very helpful and supportive. I only wish it was easier to be certain of an appointment, but I always manage to see someone appropriate, such as a paramedic.	4
Holt Medical Practice	When I moved house recently I really wanted to stay with this surgery	It's been absolutely brilliant for my husband and I. The receptionists are good; they always manage to help if they can. When I moved house recently I really wanted to stay with this surgery. I now live in Briston so I really hope they don't close the surgery near me.	5
Holt Medical Practice	They lost my prescription!	The pharmacy isn't very good. They lost my prescription! They told me it was a technical problem and that they hadn't got in the drugs that I needed.	2

Holt Medical Practice	It's like having a doctor on call on the same day!	They are brilliant. The paramedics are good. You can see them straight away. They are so knowledgeable. I'm happy to speak to them rather than the doctors. It's like having a doctor on call on the same day! They were brilliant in my opinion. I would actually rather see them than a doctor. It frees up the system doesn't it?	5
Holt Medical Practice	I've got no real gripe with the doctors I deal with	At times it is very frustrating with all the different rules and regulations, especially if you want to talk to a specific doctor. There is a two-week cut off, which is ridiculous. It's farcical. I see no reason for that. You have to ring up early, at 8am is it? Why? Why can't I just book an appointment? I'm only allowed one month's supply of my medication in one go, so I have to keep coming in by car because they won't send it by post. I've got no real gripe with the doctors I deal with, and the nurses are all very nice. However the surgery isn't a patch on what it was 25 years ago. It's a different culture now. There is always something happening behind the scenes, which I try to bear in mind. Us old fogies had it good. We were spoiled back then I suppose. Youngsters these days don't know any different.	4
Holt Medical Practice	I think that they are overworked	I don't have to come often. They expect everything online. They send messages on my phone even though I've told them I don't use it. It would be nice just to see a person. But I suppose everyone feels that way. I think that they are overworked. There are not enough staff.	3
Holt Medical Practice	Every time I come here, it's excellent	Every time I come here, it's excellent. It's the personnel. There is a lovely nurse. They are brilliant. I feel relaxed and at home here.	5
Holt Medical Practice	It functions, but I find them difficult to contact	The pharmacy is incredibly helpful. The surgery itself is sometimes not so helpful. It functions, but I find them difficult to contact about certain issues. Sometimes I just hit a brick wall when it comes to enquiring on behalf of my husband. I can understand it because really they want to talk to him but sometimes he's not in a fit state to talk.	3
Holt Medical Practice	We don't get enough time in the appointments	We don't get enough time in the appointments. Not across the board, but the doctors don't have enough time with us. I think they over prescribe the medication!	3
Holt Medical Practice	I have just had an excellent visit with the practice nurse	I have just had an excellent visit with the practice nurse. They were very pleasant.	5

Holt Medical Practice	It's very difficult to get an appointment	It's very difficult to get an appointment. I'd give it a zero if I could, just for getting an appointment.	1
Holt Medical Practice	Once you're seen, it's very good	They are very good. Once you're seen, it's very good. The doctors and paramedics are very empathetic. It's just getting an appointment that is the hard part.	5
Holt Medical Practice	Definitely noticed an improvement over the past year.	No problems really. Generally speaking they are okay. They are better than they were 12 months ago; they seem to be more up to date with their communication. My wife comes more than I do and she's definitely noticed an improvement over the past year.	4